



Commonwealth of Massachusetts
Executive Office of Health and Human Services
Office of Medicaid
600 Washington Street
Boston, MA 02111
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Eligibility Operations Memo 08-10
July 1, 2008

TO: MassHealth Eligibility Operations Staff
FROM: Russ Kulp, Director, MassHealth Operations
RE: **Health Safety Net Eligibility Review**

Introduction

On October 1, 2007, under Massachusetts law, the Uncompensated Care Pool (UCP) program ended and the Health Safety Net (HSN) program became its successor. MassHealth extended its responsibility for determining initial and continuing eligibility, including annual eligibility reviews, from the UCP population to the HSN population.

Health Safety Net (HSN) Eligibility Reviews at CPU

The MassHealth Central Processing Unit (CPU) is implementing the first HSN eligibility review (ERV) process for the majority of the HSN population. On May 19, 2008, CPU implemented the ERV process for the waiver-population (under age 65 and families) HSN households in which all household members are receiving an HSN benefit.

HSN "mixed households" are those households that include persons receiving MassHealth or Commonwealth Care benefits as well as persons receiving an HSN benefit. These mixed households are not included in this CPU HSN eligibility review process and will be reviewed by the appropriate MassHealth Enrollment Center (MEC).

Also excluded from participation in the HSN review are HSN members who are approaching age 65 (aged 64 years and 10 months). These individuals will be selected for a transitional eligibility review under traditional-population rules and will be sent the green MassHealth Eligibility Review (MER-Trans).

The HSN ERV

The HSN ERV (MassHealth Eligibility Review Form (ERV-9)) is color coded brown and has "HSN" in the upper right "For Office Use Only" block on the first page. This ERV includes the same questions as other ERVs and it is available in English and in Spanish.

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**The HSN ERV
(cont.)**

The HSN ERV mailing also includes the ERV-Info sheet, ERV cover letter (ERV-CL), and the multilingual sheet (UNIV-5). The ERV-CL indicates the following HSN review mailing address:

HSN Review Team
P.O. Box 290794
Charlestown, MA 02129-0214.

The telephone numbers on the ERV-CL are for the MassHealth Customer Service Center (CST) (1-800-841-2900 and TTY: 1-800-497-4648 for people with partial or total hearing loss).

The current ERV-Info sheet is being used for this project. It will be changed in the near future to include references to the ERV-9.

Systems Impact

The Profile (PRF) event in MA21 displays the profile activity for the entire household. The HSN profile is identified as "HSN annual" in MA21.

**CPU
Responsibilities**

The Health Safety Net Review Team at CPU will process all HSN ERVs received at CPU. The HSN Request for Information notice will be identified as "VC1-HCR" (with MEC ID code 512) and will include language directing that verifications be sent to

HSN Review Team
P.O. Box 290794
Charlestown, MA 02129-0214.

The VC1 will also identify a **dedicated** HSN ERV fax number, 617-241-3793, and the MassHealth Customer Service telephone number.

CPU staff will enter HSN ERV-related verifications received at CPU into the Mail Management System (MMS). CPU will also process any HSN ERVs returned to CPU after a termination, including terminations due to Action Reason (AR) 41 (failure to return eligibility review form) and AR 50 (whereabouts unknown).

**CST and MEC
Responsibilities**

MassHealth Customer Service will respond to HSN review-related calls following the current CST/MEC customer service protocol. MECs will process HSN ERVs returned to MECs after termination (including AR 41 and AR 50).

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**Maintenance in
the Profile Cycle**

If a member in an active HSN profile status reports changes to the MEC that may result in a benefit other than HSN, the MEC will release the profile. Once the ERV is released, changes may be entered and the case sent for determination.

To release the household from an HSN profile, use the PF6 option in the PRF event. The household will be included in the next appropriate cycle and will be sent another HSN ERV.

Reminder: Please annotate the NTH event when a profile is released for maintenance activities. Identify the events that were updated. The notation will help ensure that verifications that were recently received through maintenance will not be requested again during the processing of the subsequent profile.

**Request for
Another HSN
Review Form**

If a member who is active in the HSN profile requests another HSN ERV, the MEC will release the household from the profile. The household will be included in the next HSN profile cycle, and will be sent another HSN ERV.

Questions

If you have any questions about this memo, please have your MEC designee contact the Policy Hotline.
